

PRIVACY IMPACT ASSESSMENT

Department of the Interior

Name of Project: General Land Office (GLO) Records Automation web site

Bureau: Bureau of Land Management, Eastern States

Project's Unique ID: 010-04-01-03-02-0416-00-404-142 (GLO-DOI-BLM-M-001)

Once the PIA is completed and the signature approval page is signed, please provide copies of the PIA to the following:

- Bureau/office IT Security Manager
- Bureau/office Privacy Act Officer
- DOI OCIO IT Portfolio Division
- DOI Privacy Act Officer

Do not email the approved PIA directly to the Office of Management and Budget email address identified on the Exhibit 300 form. One transmission will be sent by the OCIO Portfolio Management Division.

Also refer to the signature approval page at the end of this document.

A. CONTACT INFORMATION:

- 1) Who is the person completing this document? (Name, title, organization and contact information).**

Patricia M. Tyler, Chief, GLO Records (703) 440-1786

- 2) Who is the system owner? (Name, organization and contact information).**

Michael D. Nedd, Eastern States State Director (703) 440-1711

- 3) Who is the system manager for this system or application? (Name, organization, and contact information).**

Patricia M. Tyler, Chief, GLO Records (703) 440-1786

- 4) Who is the IT Security Manager who reviewed this document? (Name, organization, and contact information).**

Page 1

Property of the United States Government

This Document Contains Sensitive But Unclassified Information

Do not remove this notice

Subject to Non-Disclosure - Category 3, Non-Public Information

Properly destroy in accordance with the GRS/BLM Combined Records Schedule (MS-1220, Appendix 2)

File Name: BLM GLO MA PIA V1.00.02 04220 20060517.doc

Willette Proctor, Information Resource Management, (703) 440-1616
Jeffrey Dove, Information Resource Management (703) 440-1621

- 5) **Who is the Bureau/Office Privacy Act Officer who reviewed this document? (Name, organization, and contact information).**
- 6) **Who is the Reviewing Official? (According to OMB, this is the agency CIO or other agency head designee, who is other than the official procuring the system or the official who conducts the PIA).**

B. SYSTEM APPLICATION/GENERAL INFORMATION:

1) Does this system contain any information about individuals?

The system contains the following information related to individuals:

- a) Information collected by GLO from the publicly available Federal land conveyance documents (land patents) maintained by the GLO. The information consists of document images and metadata indexed from the images. The metadata includes patentee and warrantee names, and the geographic location of the land.
- b) Land patent metadata imported from the LR2000 database.
- c) Personal information about individuals (including name, address, phone number, e-mail address, and credit card account number) pertinent to on-line orders placed through the web site's shopping cart.
- d) Aggregate site usage data based on the zip code entered by each user (and later retrieved from a cookie) when he/she accesses the land patent search engine.

a. Is this information identifiable to the individual¹?

The land patent information (indexed by GLO or imported from LR2000) and the shopping cart information are identifiable to the individual.

The aggregate site usage data is not identifiable to the individual.

b. Is the information about individual members of the public?

¹ "Identifiable Form" - According to the OMB Memo M-03-22, this means information in an IT system or online collection: (i) that directly identifies an individual (e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.) or (ii) by which an agency intends to identify specific individuals in conjunction with other data elements, i.e., indirect identification. (These data elements may include a

The land patent information (indexed by GLO or imported from LR2000) and the shopping cart information are about individual members of the public.

The aggregate site usage data is not about individual members of the public.

c. Is the information about employees?

No.

2) What is the purpose of the system/application?

The system is a web site, database, and image server that provides on-line access to land patents. Users may search for and retrieve metadata and document images, and place orders on-line for certified copies of land patents.

ESO is one of thirteen separate regional (State) offices, and three centers, maintained by the BLM GSS. Established as a separate "State" Office in 1966, it has authority over all BLM programs in the 31 contiguous states east of the Mississippi River. The official records for the states under the ESO's jurisdiction (original land title patents, tract book records, and plats and field notes of the official U.S. Cadastral surveys) were transferred from the BLM's Washington Office to the ESO. Washington Office copies of land records for the western states were also transferred to the ESO.

As the successor agency to the original GLO the ESO maintains more than nine million historical land documents -- survey plats and field notes, homesteads, patents, military warrants, and railroad grants. These records are valuable resources for natural resource agencies, historians, title companies, and genealogists. Increased demand for the records information and the preservation of the historic documents provided the impetus for the BLM to automate the information and archive the documents.

The GLO records project provides a clear patent image to be used in lieu of the original document to confirm title or for historical or genealogical evidence. The image is made available to preserve the original archival record which is housed by delegation of authority at Eastern States. Many of these documents are now computerized and are accessible via the Internet at <http://www.glorerecords.blm.gov>. The current database contains more than 4.5 million patents for 30 Public Land States.

The GLO provides real time World Wide Web (WWW) access to these Federal Land Conveyance Records for Public Land States via the GLO website. Currently, access to

combination of gender, race, birth date, geographic indicator, and other descriptors).

more than two million images of Federal Land Title Records for Eastern Public Land States, issued between 1820 and 1908, are available. Additional images of Serial Patents (land titles issued between 1908 and the mid-1960's) are in the process of being added to the website.

3) What legal authority authorizes the purchase or development of this system/application?

C. DATA in the SYSTEM:

1) What categories of individuals are covered in the system?

Patentees and warrantees named on the land patent documents held by the GLO or metadata imported from LR2000; users who have placed an on-line order through the web site within the last 14 calendar days.

2) What are the sources of the information in the system?

a. Is the source of the information from the individual or is it taken from another source? If not directly from the individual, then what other source?

The source of the land patent metadata collected by the GLO is the document images themselves. The source of the imported land patent metadata is the LR2000 database. The on-line order information, and the zip code information used in the aggregate usage records, is entered directly by the web site user.

b. What Federal agencies are providing data for use in the system?

What Tribal, State and local agencies are providing data for use in the system?

None.

c. From what other third party sources will data be collected?

None.

d. What information will be collected from the employee and the public?

No information is collected from employees.

Information collected from the public is that which is needed to fulfill an order for a certified copy of a land patent document (name, address, phone number, e-mail address, credit card number, and information to identify the requested land patents) and for collecting aggregate site usage information (zip code).

3) Accuracy, Timeliness, and Reliability

- a. **How will data collected from sources other than DOI records be verified for accuracy?**

The data collected from the public (i.e. the user's zip code and their shopping cart information) is only as accurate as that provided by the user. No other non-DOI sources are used.

- b. **How will data be checked for completeness?**

The zip code collected for aggregate site usage data is not checked for accuracy. Any string will be accepted and aggregated as-is.

The on-line shopping cart prevents order submission unless all required fields have been completed by the user.

- c. **Is the data current? What steps or procedures are taken to ensure the data is current and not out-of-date? Name the document (e.g., data models).**

Data collected for on-line orders is inherently transient. Billing typically takes place within 24 hours of the on-line order being submitted. Order fulfillment typically occurs within one business day. An automatic software agent deletes order data from the database after 14 calendar days.

- d. **Are the data elements described in detail and documented? If yes, what is the name of the document?**

No.

D. ATTRIBUTES OF THE DATA:

- 1) **Is the use of the data both relevant and necessary to the purpose for which the system is being designed?**

The on-line order information collected by the web site is relevant and necessary for the purposes of billing and fulfilling orders of certified copies of land patents. Every data element collected by the shopping cart and/or maintained in the database is required for billing or needed for order processing and fulfillment. Some elements, such as e-mail address, are optional.

- 2) **Will the system derive new data or create previously unavailable data about an individual through aggregation from the information collected, and how will this be maintained and filed?**

No. The system does not in any way derive or create new data about individuals.

3) Will the new data be placed in the individual's record?

No. The system does not in any way derive or create new data about individuals. Aside from the land patent metadata and the limited-lifetime data collected for on-line order processing, there are no records for individuals.

4) Can the system make determinations about employees/public that would not be possible without the new data?

No. The system does not in any way derive or create new data about individuals.

5) How will the new data be verified for relevance and accuracy?

The system does not in any way create new data about individuals.

6) If the data is being consolidated, what controls are in place to protect the data from unauthorized access or use?

The system does not consolidate data about individuals.

7) If processes are being consolidated, are the proper controls remaining in place to protect the data and prevent unauthorized access? Explain.

There is no process consolidation in the system.

8) How will the data be retrieved? Does a personal identifier retrieve the data? If yes, explain and list the identifiers that will be used to retrieve information on the individual.

The land patent metadata is retrieved using search criteria provided by the users. The only personal identifiers used for search criteria are the first, middle and last name of the patentee or warrantee for which the land patent was granted.

The on-line order information is retrieved in bulk from the database by an automatic software agent and transmitted to BLM's Collections and Billings System (CBS). No personal identifiers are used during retrieval.

9) What kinds of reports can be produced on individuals? What will be the use of these reports? Who will have access to them?

No reports can be produced on individuals.

10) What opportunities do individuals have to decline to provide information (i.e., where providing information is voluntary) or to consent to particular uses of the information (other than required or authorized uses), and how individuals can grant consent.)

Using the on-line shopping cart, users can opt not to provide an e-mail address. Users also have the option to bypass on-line ordering altogether and use a printable form instead.

The zip code collected for aggregate site usage information is not validated except for length. As such, providing the zip code is essentially optional.

E. MAINTENANCE AND ADMINISTRATIVE CONTROLS:

- 1) If the system is operated in more than one site, how will consistent use of the system and data be maintained in all sites?**

The system is not operated in more than one site.

- 2) What are the retention periods of data in this system?**

The land patent metadata indexed by GLO is retained indefinitely. The land patent metadata imported from LR2000 is gradually deleted as it is replaced by metadata indexed by GLO. The on-line shopping cart order information is retained for 14 calendar days and then deleted by an automatic software agent. The aggregate site usage information is retained indefinitely.

- 3) What are the procedures for disposition of the data at the end of the retention period? How long will the reports produced be kept? Where are the procedures documented?**

On-line shopping cart order information is deleted daily by an automatic software agent. The process is documented in the *OPS User's Guide and Technical Information*, document.

- 4) Is the system using technologies in ways that the DOI has not previously employed (e.g., monitoring software, Smart Cards, Caller-ID)?**

No.

- 5) How does the use of this technology affect public/employee privacy?**

There is no new use of technology that would affect privacy.

- 6) Will this system provide the capability to identify, locate, and monitor individuals? If yes, explain.**

No. The system provides no capabilities to identify, locate, or monitor individuals.

- 7) What kinds of information are collected as a function of the monitoring of individuals?**

There is no monitoring of individuals.

- 8) What controls will be used to prevent unauthorized monitoring?**

All components of the system are protected by user IDs and complex passwords. The administrative privileges that would be needed for monitoring are only granted to administrator-level users. The system incorporates a firewall and independent security monitor subsystems to further strengthen the web site against unintended access or monitoring.

9) **Under which Privacy Act systems of records notice does the system operate? Provide number and name.**

10) **If the system is being modified, will the Privacy Act system of records notice require amendment or revision? Explain.**

The system is not being modified.

F. ACCESS TO DATA:

1) **Who will have access to the data in the system? (E.g., contractors, users, managers, system administrators, developers, tribes, other)**

Users of the systems fall into these four categories: the public, GLO system administrators, contractors, and software agents.

Public access is limited to the web interface, which allows only retrieval of land patent metadata and images, and submitting on-line orders.

GLO system administrators with the proper privileges may use database administration tools to access the underlying data.

As needed, GLO system administrators may grant on-site contractors system administrator privileges.

Software agents (engines, services, and jobs) run under accounts with least-privileges (i.e. the accounts are granted only those privileges needed to perform their tasks).

How is access to the data by a user determined? Are criteria, procedures, controls, and responsibilities regarding access documented?

Public is unable to modify, or delete data.

2) **Will users have access to all data on the system or will the user's access be restricted? Explain.**

User access is restricted. The public has read-only access to land patent metadata and images. The public has write-only access to on-line order information (i.e. they can create orders, but

not search, retrieve, edit or delete them). These restrictions are enforced at a low level by the database engine.

- 3) **What controls are in place to prevent the misuse (e.g., unauthorized browsing) of data by those having access? (Please list processes and training materials)**

System administrators are required to take annual security training.

- 4) **Are contractors involved with the design and development of the system and will they be involved with the maintenance of the system? If yes, were Privacy Act contract clauses inserted in their contracts and other regulatory measures addressed?**

Yes, contractors are involved with the design, development, and maintenance of the system.

Do other systems share data or have access to the data in the system? If yes, explain.

Yes. BLM's Credit Billing System receives on-line billing information, which is retrieved in bulk from the database by an automatic software agent. This is then transmitted, as previously discussed, to CBS via the certified and accredited BLM GSS ESO interconnection. In addition, land patent metadata has been imported from the LR2000 system.

- 5) **Who will be responsible for protecting the privacy rights of the public and employees affected by the interface?**

GLO System Owner

Will other agencies share data or have access to the data in this system (Federal, State, Local, Other (e.g., Tribal))?

No

- 6) **How will the data be used by the other agency?**

It will not be used by other agencies.

- 7) **Who is responsible for assuring proper use of the data?**

GLO System Owner

See Attached Approval Page

The Following Officials Have Approved this Document

1) System Manager

Patricia M. Tyler (Signature) Patricia M. Tyler (Date) 9-6-06
Name Title

2) IT Security Manager

Mary W. Proctor (Signature) [Signature] (Date) 9/7/06
Name Title

3) Privacy Act Officer

Pamela S. Moynihan (Signature) Pamela S. Moynihan (Date) 9/6/06
Name Title

4) Reviewing Official

John L. Douglas (Signature) [Signature] (Date) 9/6/06
Name Title